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AUDIO SERVICES DIVISION OF MASS MEDIA BUREAU REORGANIZED

The Audio Services Division of the Mass Media Bureau has been reorganized to enable the Division to better match its staff with the workload, reduce levels of review, streamline processes, and insure consistency of procedure. The reorganization, eliminates the AM, FM and Auxiliary Services Branches from the Division's structure and consolidates its functions into work groups.

The new structure of the Audio Services Division, shown in the attached chart, is effective immediately. The Legal Processing Group and the Petitions and Appeals Group have responsibility for all routine and non-routine AM, FM, and FM Translator assignment and transfer applications, renewal applications, applications for extension of time to construct, main studio waivers, authority to remain silent and other non-technical special temporary authority. The Technical Processing Group is responsible for processing all AM, FM, and FM Translator applications for new stations, modifications to existing stations, license applications and requests for technical special temporary authority. The Process Support Group and the Administrative and Computer Support Staffs provide the assistance necessary for the smooth flow of work.

The Customer Service Team will provide the public with information about processing procedures, application status and expected processing times. The Team's mission is to upgrade the quality and efficiency of the Division's public information dissemination. The people answering the telephone numbers listed on the attached chart will either answer your inquiry directly or direct your call to the appropriate staff person. Please note: questions concerning broadcast auxiliary service stations should continue to be directed to the Licensing Division of the Wireless Telecommunications Bureau (1-800-322-1117).

For further information about the reorganization, please call Larry Eads, 202-418-2780.

